

The SHEPPARD SENATOR

Sheppard Air Force Base, Texas, home of the 82nd Training Wing and 80th Flying Training Wing

Inside Look

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Pass and Registration move

Pass and Registration moved to a new location. The office is now located in Bldg. 402, the MPF.

CFC Kickoff Breakfast

The Combined Federal Campaign Kickoff Breakfast will be Sept. 10 at 7:30 a.m. in the officers club. Cost is \$6 for members and \$8 for non-members. Call Lt. Adrienne Schmedthorst at 6-6363 for more information or to RSVP. RSVP deadline is Sept. 6.

82nd AMDS change of command

The 82nd Aerospace Medicine Squadron changed hands Monday. Lt. Col. Danny Glover took command from Col. Keiko Torgersen.



Photo by Airman 1st Class Pamela Stratton

The next defender

Airman Paris Brandy, 82nd Security Forces Squadron, takes aim with an M-16 rifle while practicing for his upcoming trip to the Air Education and Training Command Defender Challenge Training Camp at Little Rock Air Force Base, Ark. Airman Brandy was selected to represent Team Sheppard at the camp, which will focus on marksmanship and endurance, from Oct. 7-20. See story about Airman Brandy and the competition on Page 5.

Quality-of-life survey offers opportunity to raise concerns

By Staff Sgt. A.J. Bosker

Air Force Print News

WASHINGTON – About 75,000 Air Force people will have the opportunity to address their quality-of-life concerns when they receive the 2002 Chief of Staff Quality of Life Survey in the next few weeks.

This comprehensive survey, covering eight major quality-of-life priorities, will be sent via e-mail to both active-duty people and civilians, said Charles Hamilton, chief of the Air Force Personnel Center's survey branch at Randolph Air Force Base, Texas.

These priorities include manpower, work environment, compensation and benefits, operations and

personnel tempo, health care, housing, education and community and family programs.

"I am releasing this quality-of-life survey to get input from our people regarding current Air Force quality-of-life programs and to help us decide which programs or initiatives we need to pursue in the future," said Air Force Chief of Staff Gen. John P. Jumper. "It's important that people take the time to complete this survey to help me improve the quality of life for all our airmen and civilians."

Approximately 5,000 people will receive the survey each day over a three-week period, Hamilton said.

"We are asking that survey recipients complete the survey within two to three days of receiving the

e-mail," he said.

"The survey participants and their feedback will remain anonymous," said Lt. Col. Frank Pombar, chief of the Air Force quality-of-life programs branch at the Pentagon. "The collected data will be compiled and given to senior leaders so they are aware of the concerns in the field and can raise these concerns before Congress during fall defense budget hearings."

Senior Air Force leaders take these surveys very seriously and use the information gathered to develop new programs and initiatives to meet their people's needs, Lieutenant Colonel Pombar said. Answering survey questions honestly is key to providing these leaders with the most accurate picture

of current quality-of-life concerns, said officials.

Many of the recent quality-of-life initiatives owe their origins to concerns raised in past surveys, Lieutenant Colonel Pombar explained.

"I've seen firsthand how past surveys have benefited people at the wing level," Lieutenant Colonel Pombar said. "Concerns about adequate housing, fitness centers, base exchanges and child-care facilities have resulted in numerous construction and renovation projects throughout the Air Force."

"I believe people are the Air Force's greatest resource," General Jumper said. "This survey is their chance to help me help them and their families."



Team Sheppard Training 2002



82nd Training Wing: 52,731 students trained to replenish America's combat capability

80th Flying Training Wing: 248 combat pilots trained for the NATO Alliance





Photo by Sandy Wassenmiller

Brig. Gen. Arthur Rooney Jr. congratulates Tech. Sgt. Hijinio Cortez, 363rd Training Squadron, on his selection as the Air Education and Training Command Weapons Safety Individual Award of Distinction winner for the first quarter of this fiscal year.

Base library book selection

QI was wondering if there was any chance the base library could update its book selection. I know a lot of the instructors who would like to have access to CLEP books if they were made available.

AI am pleased to tell you the library is all about global access/global knowledge. Over the past seven months, we have spent \$51,000 to upgrade our collection with 1,500 books. You will now find that we have updated materials that support our troops in their off-

duty education endeavors, as well as career changes. We have also included in this upgrade three different series of self-help type books. Furthermore, a whole host of children's books and books on tape are on the way. If you are looking for a specific title and cannot find it on our shelves, in most cases, we can get it in just a couple of days through the interlibrary loan service.

The library maintains more than 150 volumes and 138 videotapes related to the CLEP. The videos can be checked out for a two-day period. If you need them longer

Action Line 676-2000, action.line@sheppard.af.mil

The 82nd Training Wing's Action Line is your direct line to me for any concerns and suggestions you have.

I am personally involved in every reply, and I am committed to making Sheppard AFB a better place to live, work and play.

Before you call the Action Line, however, I ask that you give your chain of command or other base agencies an opportunity to work your concerns. If you still do not receive a satisfactory response, call me at 676-2000, or send an e-mail to

action.line@sheppard.af.mil. Please include your name and telephone number.

Those concerns with a wide impact at Sheppard may be published in *The Sheppard Senator*.

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Food for thought: General Rooney's recipe for success

By Brig. Gen. Arthur Rooney Jr.
82nd Training Wing commander

Have you ever watched Emeril Live on the cable Food Network? If so, what do you remember most about his show? Was it his use of the word "BAM," or was it his phrase "Let's take it up a notch"?

Well, as I watched Emeril demonstrate to his loyal followers how he is able to take ordinary ingredients and turn them into an extraordinary culinary delight, I thought about how similar his recipe for success mirrors that of successful leaders.

How is it some organizations are ordinary or good and others are extra-ordinary or great when

they are both made up of people of equal potential? The answer is LEADERSHIP.

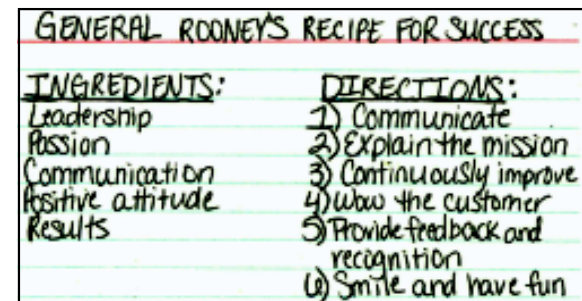
I believe a recipe for success can be found by observing Emeril in action. Even if you miss the lesson on leadership, you're liable to learn how to cook a great meal...could be a win-win.

First, Emeril is PASSIONATE in what he is doing. There is no question whether he loves his job or not. You'll note in how he COMMUNICATES to the audience that he has an extremely POSITIVE ATTITUDE. The passion, communication and attitude all stir a sense of excitement in the audience.

He explains early on the MISSION for the day's show and guar-

antees outstanding RESULTS. As he begins mixing the ingredients, he does not follow a standard recipe of 1 cup of this and 2 tablespoons of that. He is CONTINUOUSLY IMPROVING his recipe. He tries different ingredients and proportions in his never-ending quest to WOW the CUSTOMER.

Throughout the show he is MANAGING the entire PROCESS BY WALKING AROUND (MBWA) and seeing and tasting for himself. The show concludes with members of the audience sampling an eye-pleasing taste bud sensation, providing IMMEDIATE FEEDBACK and RECOGNITION for his work. Oh yes, did I mention he is always SMILING and ev-



everyone is having FUN?

As you can see, I found there are many similarities between successful leaders and what I observed by watching a cable TV show. If your organization is not what you'd consider extra-ordinary,

then look at what might be missing from the recipe and add it. There are many great books on leadership to help you understand the importance of each and every ingredient.

Bon Appetite!



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The appearance of advertising in this publication,

Uzbekistan Air Force visits Sheppard

Visit part of new military-to-military exchanges



Photos by T. R. Steele

(Bottom left) The Uzbekistani team views a reference library of F-15 electronics trouble shooting. **(Top)** Uzbekistani airmen try out the B-1B cockpit trouble shooting trainer. **(Bottom right)** Uzbekistani troops check out the cockpit of an A-10.

By 2nd Lt. Laura Renner
Base public affairs

Sheppard played a role in making history when a team from the Uzbekistan Air Force visited the base from Aug. 18-21. This visit was the first exchange between the Uzbekistani and the U.S. governments under a new theater security cooperation program developed by the Department of Defense.

In 1999, the U.S. Central Command's Area of Responsibility expanded to include five former Soviet republics, one being Uzbekistan. According to Dr. Stanley Puckett, Chief of Central Asian branch for U.S. Central Command Air Forces, various activities have been developed between the Uzbekistani and U.S. governments as a part of U.S. commander in chief of Central Command's Theater Engagement and Security Cooperation Program. One such activity includes military-to-military contacts like

the Uzbekistani's visit to Sheppard.

"The Uzbekistan Air Force's visit to Sheppard was the first and most important of these military-to-military exchanges which led to other exchanges planned for future

years," said Dr. Puckett.

Uzbekistani airmen came to conduct discussions on avionics maintenance and aircraft maintenance training. Sheppard

hosted two full days of a hands-on orientation program for the guests.

Team Sheppard did its part, ensuring the Uzbekistanis enjoyed their stay.

"Verbal accolades were provided by the Department of State in regards to the tremendous and overwhelming support by the folks of the 82nd Training Wing," said Dr. Puckett. "Also, Maj. Stanie Smith, the project officer, was instrumental in ensuring a superb visit by the Uzbekistani's."

Map courtesy of <http://geography.about.com/library/cia/uzbekistan.htm>

Uzbekistan sits in Central Asia and is bordered by Kazakhstan, Kyrgyzstan, Tajikistan, Afghanistan and Turkmenistan.

Sheppard commissary to receive facelift

By 2nd Lt. Nathan Broshear
Base public affairs

The base commissary is undergoing a renovation to update the entire inside, while from the outside it will remain virtually unchanged.

“We’re putting our customers surcharge money where it counts – inside where they spend their time,” said Michael Cox, store director of the Sheppard commissary. “We’re committed to the long-term quality shopping experience of our customers. It’s a complete facelift that will make shopping at the commissary more convenient and fun.”

The venture is projected to cost nearly \$4.1 million dollars and involve multiple contractors working on shelving, lights, flooring and displays. The project

consists of four phases that will be completed next spring.

Money to pay for the renovation came from the 5 percent surcharge added to the cost of each grocery transaction.

“One hundred percent of the surcharge goes back into our facilities, so military members can be assured that their money is working for them,” Cox explained. “That’s the difference between a benefit like the commissary and other endeavors that have to remain self-sufficient. We don’t have to worry about making a profit, just keeping our customers happy and our prices low.”

The phases of the project call for the building to be closed off in sections running south to north. First, the refrigeration and dairy section have been moved into the warehouse, yet remains



Photo by 2nd Lt. Nathan Broshear

Sections of the commissary will be closed off during the renovation process. However, all items will remain fully available.

fully stocked and open to shoppers, while new floors and refrigeration cases are installed. Renovations will then progress piece-

meal through the store, ending with a new deli and produce department.

“It’s important to stress to our

customers that the commissary will retain all of the selection they’ve become accustomed to during this process,” said Bob Stuyck, the store administrator. “Just bear with us as we re-route some of the departments. The current inconvenience will be well worth the long-term benefits.”

As for a grand re-opening or ribbon-cutting ceremony upon completion, commissary staff isn’t speculating.

“It’s a little early to plan a party,” Cox said. “We’re just hoping that our customers can pardon the dust and smile at the great results this spring. We’re as excited to bring these improvements as our patrons are about using this valuable benefit.”

Student Activities

Happenings on base and in the community

Student center events

Every Monday, 6-8 p.m. - spade tournament

Every Monday, 6-8 p.m. - jam session, bring your own instrument/equipment.

Every Tuesday, 5-8:30 p.m. - Country Video Night in the pub.

Every Wednesday, 7-9 p.m. - Variety Dance Night in the pub. Listen to Latin, hip-hop and R&B music.

Every Thursday, 5-9 p.m. - Video Night in the pub.

Every Friday and Saturday, 7-11:30 p.m. Club BDU

Every Sunday, 3-5 p.m. - billiards tournament in the pub.

Hours of Operation

Mon-Thurs: 10:30 a.m. to 10 p.m.

Friday and Saturday: 10:30 a.m. to 1 a.m.

Sunday: Noon to 10 p.m.
Holidays: Noon to 8 p.m.

Golf etiquette lesson

Students are invited to the Wind Creek Golf Course for free golf etiquette lessons. Lessons are held every Sunday from 12:30-1 p.m. For more information, call the golf course at 6-6369.

Games events

The student center hosts and demonstrates role-playing games, card games and miniature wargames, such as Dun-

geons & Dragons, Magic: The Gathering and Warhammer 40k, every Sunday in the sports bar at 2 p.m. For more information, call Pegasus Loft at 855-5020.

Win a trip to MSU football game

Students can win a trip to the Midwestern State University football home game Aug. 31. Entry forms are available at the student center. For more information, call Sam Reola at 6-7659.

Cards, Collectibles show

This show will be held on the first Saturday of every month. The next show is to be held Sept. 7 from 10 a.m.-5 p.m. Call Sam Reola at 6-7659 for more information.

Comedy show

For non-prior students, the student center is hosting a comedy show on Sept. 13 from 6-7:30 p.m. For more information, call Sam Reola at 6-7659.

Bingo night

The student center will host bingo night Sept. 15, from 6:30-8 p.m. The cost is \$1 per card. Call Sam Reola at 6-7659 for more information.

Build-A-Boat race

For non-prior students, the student center is having a Build-A-Boat race Sept. 28, from 9 a.m.-noon. For more information, call Sam Reola at 6-7659.

Chapel Events

Sheppard chapels offer a variety of programs for student enrichment:

Saturday

All students are invited to the "Solid Rock Cafe" held each Saturday at the south chapel. Dinner is served at 5 p.m., and a variety of scheduled activities take place from 4-9 p.m.

Tuesday

Base chaplains offer helpful classes every Tuesday, 2-4 p.m., in the north chapel for students awaiting training or those having already graduated.

Sunday

Students are invited to the north chapel at 5 p.m. on Sundays for Bible study, an informal get-together with refreshments and student-led music, ending with athletic activities at the north fitness center.

Other Events

Midwestern State University's art department invites students to the Student Exhibition and Graduating Senior Exhibition in the Fain Fine Arts Gallery. The exhibition runs through Sept. 5. Call Midwestern's fine arts department at 397-4267 for more information.

Student views: Why I joined



By Airman Laura Tinker

361st Training Squadron

I am a fearless warrior.

I'm always ready to fight for what I believe in, and I'm not afraid to put my two cents into anything. I live for adventure and a challenge. This is just who I am, and I can't change it. I've tried.

Don't look at this as ignorance, but recognize it as confidence. I like being on the move, and I love to train physically and mentally.

I joined the Air Force because it meets my needs, ambitions, and I also take great pride in serving my country.

My name is Laura Tinker, and I'm from Sacramento, Calif. I'm 18 years old, and I joined the Air Force about a month after I graduated from high school.

I knew the Air Force was right for me simply because it would allow me to get my education for

free and at the same time pursue my goals. I've always wanted to be a body builder and become more active in the church.

Well, here I have a free gym membership and church is just a few blocks from my dorm. All I need to survive is just around the corner. It's great.

I also remind myself, though, that I wouldn't have gotten this far if it weren't for my oldest brother taking me in when I was 15. He pushed me to get through high school, and the recruiter there led me here.

But besides my own needs and interests, why am I glad to be here?

Coming from the heart, I can tell you when I put on my battle dress uniform or blues, I know I'm doing it because I want to see the next generation live with the same freedoms I have. I want to see America continue to grow strong.

I think America is the best place to be, and I hope to keep it that way.

Besides, I've been dying to wear these blues ever since zero week in Basic Military Training, and it's an awesome feeling to be part of a team that is recognized as the world's greatest Air Force.



Sgt. Looksharp says...

"French manicures are authorized if they are natural or clear with white tips."

One more question every airman can answer

Editor's Note: Doctrine is the Air Force's accepted best practices, so it's important for all airmen to understand it, and, in turn, understand "why" and "how" we employ air and space power.

9. What are air and space power functions?

Air and space power functions are the "broad, fundamental, and continuing activities" of air and space power. They are tasks assigned by the Department of Defense, which authorize the US Air Force to organize, train, and equip for the purpose of conducting "prompt and sustained combat operations in the air" and "strategic air and missile warfare." Not all of the individual air and space power functions are wholly unique to the US Air Force, but when taken together, they provide a full range and depth of capabilities, which no other military forces possess. Based on our historical and contemporary warfighting experiences, our technological expectations, and our vision of the future, we can distill from the air and space power functions the essence of what we do best: our six core competencies. (Courtesy of Air Force Doctrine Center)

POW/MIA Day

This year's national POW/MIA Day is Sept. 20. The 82nd Training Wing will honor former POWs and those still unaccounted for MIAs in a parade at 8 a.m. at the parade field.



In addition, a reception will be conducted in the com-

munity center immediately following the parade. Both events are open all of Team Sheppard and special invited off-base guests. The guest speaker for this year's event will

be retired Maj. Ira Simpson, an ex-POW.

Sheppard airman to attend Defender Challenge

By Airman 1st Class Pamela Stratton
Base public affairs

An 82nd Security Forces Squadron airman has been selected to attend the Air Education and Training Command Defender Challenge Training Camp at Little Rock Air Force Base, Ark., from Oct. 7-20.

It was announced Aug. 23 that Airman Paris Brandy will attend the camp with 12 Security Forces members from other AETC bases.

Airman Brandy was the only person from Sheppard selected to attend the camp.

The camp will train the team for a national Defender Challenge competition against other major commands. The main focus of the training is on endurance and marksmanship.

"I'm very excited. This is something that is exalted in our career field," said Airman Brandy.

During the camp, Airman Brandy will take part in air base defense training, much of which will be conducted in Mis-

sion Oriented Protective Posture 4, or full chemical and biological protective gear, he said.

"It's a challenge that I'm ready for," said Airman Brandy.

Until he departs for the camp, Airman Brandy will be training here to prepare for its physical demands. His supervisor is currently helping him develop a training regimen.

When Airman Brandy is not working out or guarding Sheppard's gates, he pursues more artistic interests.

"Although I love the physical stuff, I also enjoy writing and photography. It's something I do on the side," he said.

Another interest Airman Brandy has is education.

"I absolutely plan to attend college while I am in the Air Force," he said.

Airman Brandy's ultimate goal is to become an attorney.

"One of the things I like most about working in Security Forces is that it's laying the foundation for my future career in law," he said.

For now, Airman Brandy is focusing



Photo by Airman 1st Class Pamela Stratton

Airman Paris Brandy, 82nd Security Forces Squadron, waves in a vehicle at Sheppard's main gate. Airman Brandy was selected to attend AETC's Defender Challenge training camp, which will be held in October.

on Defender Challenge.

"I have to go into it open minded. I'm sure there's going to be things there that I haven't experienced before, and that's okay. I'll give it 110 percent, and

as long as I do that, I'll know I've done all I can ask of myself. I consider myself very lucky just to have been selected," he said.



**-Current Observation:
855-9045**

**-Forecasts, warnings,
watches, and adviso-
ries: 6-6995**

**-82nd TRW Internet
weather page: [https://
26ows.barksdale.af.mil/
sheppard/](https://26ows.barksdale.af.mil/sheppard/)**





Photo by Sandy Wassenmiller

(From left to right) Senior Airman Angela Johnson, Tech. Sgt. Sabre Alderete, Airman 1st Class Ashley Gibbs, Airman 1st Class Marisol Ortiz and Senior Airman Shakea Phifer formed the all-woman color guard that posted colors at the Women's Equality Day luncheon.

Special feature at Wednesday's luncheon

By 2nd Lt. Laura Renner

Base public affairs

At 11:30 a.m. Wednesday, the color guard posted the colors for the Women's Equality Day luncheon. A unique trait about this particular color guard was that it consisted of all women.

"I think it was impressive for

a lot of people to see an all women's color guard. We were proud as women to post colors for a women's function," said Airman 1st Class Marisol Ortiz, 82nd Security Forces Squadron.

Airman 1st Class Ashley Gibbs, 383rd Training Squadron, also shared her viewpoints about the all-woman detail.

"It made me feel good because General Rooney talked about how women had to submit full-length photos just to join the military 30 years ago. I think the all-woman detail gave a physical example of how far we've come," she said.

The base honor guard holds practices every Monday from 8-10 a.m. For more information, call 6-7234.

Sheppard hosts Women's Equality Day Luncheon

By 2nd Lt. Laura Renner

Base public affairs

In celebration of Women's Equality Day, a luncheon was held at the officers club Wednesday.

The day was established in 1971 to commemorate the passage of the 19th Amendment, which gave women the right to vote.

Brig. Gen. Arthur Rooney Jr., 82nd Training Wing commander, spoke at the luncheon. He spoke about where women's equality came from and where it is going.

"The observance of Women's Equality Day not only commemorates the civil rights movement that women

fought so hard to achieve, but also the continuing efforts toward full equality," he said.

The general mentioned how 30 years ago women in the military had to submit full-length photos with their enlistment papers and they took classes in social graces and diction instead of doing physical training.

He went on to highlight the progress made since then.

"It's a movement, a steady progression," he said, adding that we should remember women who have paved the way, such as Rear Admiral Grace Hopper, Susan B. Anthony and Rosa Parks.

General Rooney concluded the speech by encouraging everyone to "dare to do more."



ARE YOU BEING SAFE?

Sleep is crucial to ensure you are able to accomplish the task at hand.

Alcohol and any activity do not mix.

Find the time to relax and don't try to cram too much in during your week-end.

Enjoy life and the time you spend with loved ones.

By being safe, you'll ensure that you will be around to enjoy many more days.

NCO Induction Ceremony

The Junior Enlisted Troops Service will sponsor an NCO Induction Ceremony today at 2:30 p.m. in the enlisted club.

Hispanic Heritage meetings

Hispanic Heritage Month is approaching, and the Hispanic Heritage Committee needs your help to make it a success. They will be holding meetings on a regular basis to plan events. Come out to show the base community what the Hispanic culture is made of. Anyone who is interested in helping or becoming a member of the

committee, contact Tech. Sgt. Stewart Frazier at 6-3310, Master Sgt. Marlon Pesantez at 6-4125, or Staff Sgt. Dora Diaz at 6-7468.

Food drive

The First Sergeant's Council is conducting a food drive in support of the base Family Support Center Sept. 14. They will be collecting baby items for younger families. They will also accept non-perishable items. There are three ways to make a donation: leave the items in front of your home and we'll pick them up on the morning of

Sept. 14, bring them by Master Sgt. Russell Horton's office, or drop them off at the center.

Hospital dining facility hours

The breakfast hours in the hospital dining facility are changing to 6:30 to 7:45 a.m. Breakfast continues to be available to hospital staff and patients only. Lunch hours remain from 11 a.m. to 1 p.m., and are open to all patrons.

New claims office hours

The claims office accepts claims

by appointment. They take claims in on Mondays from 8-11:30 a.m. and Tuesdays and Wednesdays from 1:30 to 3:30 p.m. Walk-in service is available for turning in the DD Form 1840/R. Contact the claims office at 6-2447 for more information.

Guard openings

The New Hampshire Air National Guard is looking for qualified Air Force personnel who are separating soon. They will retrain members for the Palace Chase program. There are more than 100 part-time openings avail-

able. For more information, call DSN 852-3502 or 1-800-257-9368. Listed are the Air Force Specialty Codes available.

AFSC'S: 1COX2; 1C1X1; 2A1X2; 2A1X3; 2A5X1L; 2A6X2; 2A6X4; 2A6X5; 2A6X6; 2A7X2; 2A7X4; 2E0X1; 2E1X2; 2E1X3; 2E1X4; 2E6X3; 2F0X1; 2R1X1; 2S0X1; 2S0X2; 2T0X1; 2T1X1; 2T3X1; 3A0X1; 3E0X1; 3E0X2; 3E1X1; 3E2X1; 3E3X1; 3E4X1; 3E4X2; 3E4X3; 3E5X1; 3E7X1; 3E9X1; 3M0X1; 3P0X1; 4A0X1; 4B0X1; 4E0X1; 4N0X1; 4T0X1; 6C0X1.

Voting Week starts Monday, every vote counts

Answering the legal residence question

People should keep in mind that uniformed service personnel and their family members may not arbitrarily choose which state to declare as their legal voting residence without meeting the state's residency requirement. The following

are guidelines for members of the uniformed services and their family members to use in determining their state of legal residence for voting purposes:

A person must have, or had, physical presence in the state and simultaneously the intent to remain or return to make the state his/her home or domicile.

Members and their families may only have one legal residence at a time, but may change residency each time they are transferred to a new location. One must make a conscious decision to change residency; it cannot be done accidentally. Conscious decisions include registering to vote, registering a car, qualifying for in-state tuition, obtaining a driver's license, etc.

Once residence is changed, a person may not revert to the previous residence without re-establishing new physical presence and intent to remain or return.

"Home of Record" should not be confused with legal residence. "Home of Record" is the address a military member had upon entry into the service. It does not change.

"Home of Record" and legal residence may be the same address, and usually are when a person enters military service. It can remain so – even though the person or his/her relatives no longer live at that location – as long as the military member has not established a residence elsewhere after entering on active duty.

Family members of active-duty military personnel may each have a different legal residence. A spouse does not automatically assume the legal residence of the active-duty member upon marriage. The spouse must meet the physical presence and intent to remain or return criteria. Minors typically assume the legal residence of either parent, and when they become 18, they also have the option of establishing their own legal residence, which can be different from either parent.

These are general guidelines for determining legal residency for voting purposes. For more information, call Sheppard's Law Center at 6-4262. *(Courtesy of the Federal Voting Assistance Program)*



Photo by T. R. Steele

(Above) Texas Secretary of State, the Honorable Gwyn Shea, spoke to airmen on the importance of voting during her visit to Sheppard. (Left) Secretary Shea, Maj. Dathan Jones, Sheppard's installation voting officer, and Brig. Gen. Arthur Rooney Jr., 82nd Training Wing commander, pose with this year's voting logo. Maj. Jones said the goal of the Air Force Voting Plan is to have Unit Voting Counselors contact, and assist as requested, 100 percent of all Air Force active-duty eligible voters. Each unit has Unit Voting Counselors who have been doing a lot of work behind the scenes to ensure the contact goal is achieved. But this goal is secondary to the fundamental importance of ensuring our troops are afforded the opportunity to vote. To further unit-level assistance during Armed Forces Voter's Week, a voting assistance booth will be operated at the base exchange Sept. 3-7, from 9 a.m.-5 p.m. For more information, call 6-6406 or 6-6220.



Photo by T. R. Steele

**Have a
safe
Labor
Day
week-
end.
Practice
ORM.**

13 senior airmen graduate from Airman Leadership School Class 02-F

Sheppard's Airman Leadership School Class 02-F graduated recently.

Senior Airman Jesse Caloway, 17th Security Forces Squadron, Goodfellow Air Force Base, Texas, earned top honors with the John Levitow Award.

The John Levitow Award is presented to the student who exceeds all academic standards and demonstrates leadership ability, teamwork, attitude and military bearing.

Airman Caloway was also recognized with the Leadership Award.

The Leadership Award is given to the student who makes the most significant contribution to the overall class success.

Senior Airman Mark Wing, 312th Training Squadron, Goodfellow Air Force Base, Texas, was awarded the Academic Achievement Award.

The Academic Achievement Award denotes excellence as a scholar. It is based upon all objectives and performance evaluation scores for the class.

Other graduates were Senior Airmen Maria Beltran, 344th Recruiting Squadron, Arlington, Texas; Crista Davis, 80th Operations Support Squadron; Alfredo Flores, 316th Training Squadron, Goodfellow AFB; Ryan Glidden, 80th OSS; Robert Green, 17th SFS, Goodfellow AFB; John Hamilton, 82nd Aerospace Medicine Squadron; Matthew Hansen, 312th TRS, Goodfellow AFB; Joshua Johnson, 82nd Dental Squadron; Emilio Natalio, 82nd Civil



Senior Airman Jesse Caloway
John L. Levitow Award winner
and Leadership Award winner



Senior Airman Mark Wing
Academic Achievement
Award winner

Engineer Squadron; Romairo Reese, 17th SFS, Goodfellow AFB; and Brandon Von Willer, 82nd Logistics Group. (*Courtesy of Airman Leadership School*)

Thrift Savings Plan to offer investors more, faster information

AIR FORCE PERSONNEL CENTER, Randolph Air Force Base, Texas — The Thrift Savings Plan's new computerized record keeping system, now set to kick off in November, will provide more control of accounts for investors and faster processing of transactions.

During the transition period leading up to the switchover, access to accounts will be limited, officials said. The limited service dates have yet to be announced.

So far, about 18 percent of active duty, Guard and Reserve airmen are enrolled in TSP, which has been open to them since October 2001. For civilians, more than 77 percent are enrolled.

"As with any new system, there will be a transition period from the old to the new," said Janet Thomas, of the Air Force Personnel Center's civilian benefits and entitlements service team. "So, for a short while, there will be a down

time where contributors will not be able to make electronic transactions with the TSP. They will have the option to submit paper requests to the TSP service office. "

Military and appropriated fund civilian employees can access the TSP web system via their homepage at <http://www.tsp.gov>, select 'civilian' or 'uniformed services', click 'TSP features', and click 'TSP new record keeping system.' Timelines for the transition period are at: <http://www.tsp.gov/forms/ochigh0205.pdf>.

Additional information is available for appropriated fund civilian employees from the Benefits and Entitlements Service Team homepage at <http://www.afpc.randolph.af.mil/dpc/BEST/menu.htm> and for Air Force military people at http://www.afpc.randolph.af.mil/mpf/TSP/thrift_savings_plan.htm. (Courtesy of Air Force Personnel Center)



Planned Improvements

- Account values posted daily
- Account balances reported in terms of number of shares and dollars value
- Quarterly statements by mail (January, April, July, and October)
- Loans, withdrawals, and transfers between funds processed daily
- Interfund transfers posted to accounts within two business days
- Ability to increase or decrease the payment amount on TSP loans more than once
- Online application for loans and withdrawals



**Be smart. Stay safe.
Don't drink and drive!**

Parents' experience leads to new, special support group

By Staff Sgt. John and Michelle Bartlett

Special Parents Exceptional Children Support Group

Our son, Jacob, was born early and with several different medical conditions. He is basically what people call a "special needs" child.

We have been on an emotional roller coaster, and it has taught us a lot about Tricare and its doctors.

If we had to make a list of lessons we've learned through this experience, they are:

1. Some children are born with medical conditions, but they are first, and most importantly, unique children.

2. Parents are their children's voice. Never accept an answer that you don't feel comfortable with. If you have a question, ask it, and always get a second opinion. You and your child have the right to a second opinion. Doctors are human and can make mistakes.

3. Parents know their children better than anyone else. You spend time with your child and are the best person to explain what is going on with him or her.

4. Educate yourself and others about your child's special medical needs. People may stare and ask you questions about your child, so try to educate them.

In light of our experiences, we started a support group called the Special Parents Exceptional Children Support Group for military families with special needs children. Our military sponsor is the 82nd Medical Operations Squadron's family advocacy clinic.

The next SPEC Group meeting will be Tuesday at 6 p.m. in Bldg. 430. All parents are welcome to attend. We encourage everyone to bring their children. Call family advocacy at 6-2271 for more information.

Editor's note:

In the Aug. 23 issue of the Senator, the article about the American Dart Association's Military Cup Challenge didn't include the names of Sheppard's second and third place steel tip winners. They are, second place, Team 882: Tech. Sgt. Kevin Smith, 382nd Training Squadron; Staff Sgt. Mike Graybeal, 382nd TRS; and Tech Sgt Dwayne Mathews, 382nd TRS. Third place, Team Load Toad: Senior Master Sgt. Holly Dye, 82nd Training Wing staff; Tech. Sgt. Darrin Dye, 363rd TRS; and Tech. Sgt. Glen Pugh, 363rd TRS. Staff Sgt Dwayne Baca, 382nd TRS, accompanied Team Sheppard as an alternate. Congratulations to all team members for an outstanding effort.

Air Force tests new dining system

By Senior Master Sgt. Jim Krueger

HQ Air Force Services Agency

SAN ANTONIO, TX (AFPN)

— The Air Force Services Agency continues to improve benefits to customers of dining facilities Air Force-wide, and a new food service program will soon be implemented here.

An Air Force team will be at Sheppard from Aug. 24 to Sept. 7.

This new computer-based system is designed to eliminate paperwork for food managers dealing with inventories, menus and recipes. Dining facility customers may see an improvement in quality as a result and immediately will notice management limitations with the old system have been eliminated.

“We have given the manager back the time it takes to run the facility, no longer confined to managing a computer system,” said Senior Master Sgt. Jim Krueger, chief of the food service operations team at AFSA in San Antonio. “Now they have the time to concentrate on the refinements of presentation, atmosphere and true customer service. Our meal card customers will see the biggest benefit. Services will be able to offer more as menus are expanded and services such as grab and go improved.”

Customers should see managers out talking to them and serving them more.

Implementations began with Barksdale Air Force Base, La., back in January 2001. The system keeps a dining facility’s recipes up-to-date with the nutrition experts at the Air Force Services Agency and best available pricing with local vendors.

“We can make good menus with sound, nutritional decisions and send those to the bases much faster,” Krueger said. “If managers find local recipes or trends change, they simply send the information to the central site, recipes are built, products sourced, and that site then pushes the information needed to start offering new items to the customer. This process once took months. Now it’s down to days using e-mail and data warehousing.”



Courtesy photo

A new computer-based system is being implemented at base dining facilities. The system is designed to eliminate paperwork for food managers.

Food service managers now can place food orders through E-mail directly to the Defense Supply Center in Philadelphia, the DoD contracted supplier. The new system will also change the 28-day menu pattern to a modern 14-day one.

“What we are doing here is modernizing our business practices to commercially accepted ones used within industry,” said George Miller, chief of Air Force Food Service at AFSVA. “Our food managers will now be even more capable with industry philosophy as they purchase and interact with local suppliers supporting our on base needs.”

Once the implementation is

completed, officials said they hope to have all Air Force dining facilities within the continental United States updated by Sept. 30. The new software, called Corporate Food Service, is an off-the-shelf concept and was developed by a company in Dallas. Customers may have noticed the use already of advanced technologies, ID cards being swiped to validate meal card status, recording of menu choices and better forecasting. Commercial applications have eliminated paper forms and signature logs already.

Sheppard’s food service officer is Raymond Talbott at 6-7226 or 6-2080. *(Courtesy of Air Force Services Agency News Service)*

Labor Day Safety

By Jim Fields

82nd Training Wing Safety Office

Labor Day – a tribute to our past and present workers. But for many who will celebrate, it is the last three-day weekend of the summer. The forthcoming weekend also concludes our 101 Critical Days of Summer campaign.

This year, AETC has experienced 12 Class A mishaps. Eleven AETC members have died in vehicle mishaps – seven in four-wheel vehicles and four on motorcycles. Excessive speed and alcohol were contributing factors. The remaining fatality occurred to a member who was on duty performing maintenance on a vehicle.

Solid personal risk management is the key to mishap prevention. This involves identifying potential hazards, assessing the risks and taking measures to lower their mishap potential.

The Labor Day weekend is a time for Team Sheppard members to participate in their favorite off-duty activities or take a short trip. The holiday should be filled with the sounds of friends and families enjoying themselves, not marred by the loss of a loved one or friend.

The first step to accident avoidance is to accept personal responsibility for the outcome of events. That, coupled with prior planning and making the right choices and decisions, is the formula for survival this Labor Day weekend.

So as we wrap up the last major holiday of the fiscal year, plan ahead and think before you act. If you are driving somewhere, drive defensively and wear seat belts. If you are participating in water activities, use personal flotation devices. If you are boating, obey the rules of the waterways.

Don't let yourself become another casualty. Execute your off-duty risk management plan to come back alive. Have a safe and enjoyable Labor Day weekend.

Training for childcare providers now available

Only base housing residents are eligible to become Sheppard family childcare providers.

Family childcare involves the regular care of a child in the home of another family.

Advantages of being a family childcare provider include the enjoyment of children and having them in your house, a way to add to the family income without having to work outside of the home, and caring for the child of a neighbor or a friend.

It's also a good way to

provide playmates and companionship for your own children.

Individuals caring for other families' children for more than 10 hours a week on a regular basis must be licensed. Free training, materials, and licensing are provided by the family childcare office in Bldg. 1664.

For more information, call Cathy McGuire, FCC coordinator, at 6-4237, or stop by the FCC office at Bldg. 1664. *(Courtesy of 82nd Services Division marketing and publicity)*

Avoid seven deadly causes of vehicle accidents:

- driving too fast for road conditions
- fatigue
- alcohol
- speeding
- mechanical defects
- weather
- inattention

MSU to cancel on-base Aviation Management Program

Due to budgetary constraints, Midwestern State University will cancel its on-base Aviation Management Program, effective February 14, 2003.

The 2002 fall and winter trimester courses will be taught on Sheppard as scheduled. Everything possible will be done to assist currently enrolled students in completing their degree requirements within a reasonable period of time.

To help assure this happens, new students pursuing aviation management as a degree specialization will not be admitted into the Aviation Management Program. Pending MSU's administrative approval, the following options will be coordinated with students to provide them a smooth transition:

- * Currently enrolled students will be personally advised and provided a plan for completing all degree requirements. Students should make every effort to take the six hours of aviation management courses to be offered during the fall and winter trimesters.

- * Students desiring to earn their degree at MSU will have the option of completing their remaining credits from another institution, and then transferring those credits to MSU.

- * Students who wish may be able to transfer their credits to another university without loss of credits. Midwestern State University will pursue articulation agreements for this purpose.

The Aviation Management Program began in November 1999, in response to Air Force members' requests for an undergraduate program in aviation.

Since then, eight students have graduated with a Bachelor of Applied Arts and Sciences degree with a specialization in aviation management. Three individuals went on to Air Force Commissioning Programs.

If you have questions regarding the change, contact the military outreach coordinator, Delores Jackson, at 855-4491, E-mail her at delores.jackson@mwsu.edu, or visit her in Bldg. 402, Room 340. (*Courtesy of Military Outreach*)

H otter 'N roll s thr

By Airman 1st Class Pamela Stratton

Base public affairs

With temperatures soaring to a fitting 104 degrees, the 21st annual Hotter 'N Hell Hundred bike race was held in Wichita Falls Saturday.

An estimated 7,100 riders and in-line skaters participated in the event.

There were 25-, 50- and 100-mile road courses, plus 10- and 100-km. routes.

In addition to the road courses, there was a 10-mile off-road course with a National Off-Road Bicycling Association time trial race.

All photos by T.R. Steele



Riders of all ages stop and take a break at the rest stop in the parking lot of the community center.



Senior Airman Kristina Cline, 82nd Mission Support Squadron, and Michelle Houk, 360th Training Squadron, offers riders cold drinks.



A rider rolls down G Ave. with a child in tow behind him.

Hotter 'N Hell Through Sheppard

The 25-mile, the 50-mile and the 100-km. road courses ran through Sheppard.

One of the race's many rest stops was located on base in front of the community center.

Sheppard volunteers manned the rest stop, providing support, encouragement, medical treatment, and fruit and beverages to the riders.

The on-base rest stop was not the only place Sheppard members volunteered.

"Sheppard also mans four other medical rest stops throughout the race that are not on base," said Tech. Sgt. William Negri, Sheppard

Hotter 'N Hell coordinator and member of the 383rd Training Squadron. "There were many other Sheppard volunteers who helped with every aspect of the event, to include sales booths, volunteering at the MPEC trade show, transporting water to the sites and so on. In all, there are approximately 350 Sheppard volunteers, maybe more, that make up the 2,000 volunteers who help make the event."

Sergeant Negri said the event was truly a success.

"The success of the event was amazing. Just think, this Texoma town puts on a bike ride during the hottest time of the year for over 7,000 riders. That's teamwork!" he said.



Airman Danielle Moorfield, 382nd Training Squadron, directs traffic out of a rest stop area.



Col. Ralph Jodice, 80th Flying Training Wing commander, and his wife Judy Jodice ride a tandem bike a few miles east of Burkburnett on their way toward rest stop 7.

General activities

Labor Day cookouts

Feast on the Labor Day menus in Dining Halls 516, 726 and 1368 Monday. The menu includes baked turkey, grilled steak and barbeque ribs with all the fixings. Call 6-6845, 6-6769 or 6-3653 for more information.

Pool hours of operation

The main pool, Capehart pool and Bunker Hill Water Park are open from now until Labor Day. Daily fees are \$2 for people age 16 and older and \$1 for people age 15 and under. For information about lap swimming, call 6-6460.

Main pool – 6-6469

Monday-Friday, 1-7:45 p.m.
Saturday and Sunday, noon-7:45 p.m.
Weekends only after Labor Day. Also open Monday and Friday for lap swimming.

Capehart pool – 6-4281

Wednesday-Saturday, noon-7:45 p.m.
Closed Thursday and Friday for maintenance.

Closed after Labor Day.

Family swim time during all hours of operations at the pool.

Bunker Hill water park – 6-4161

Thursday-Tuesday, noon-7:45 p.m.
Weekends only after Labor Day.

New bass boats

Outdoor Recreation has three new 17-foot Starcraft bass boats. These boats have a 40 horsepower engine and allow six passengers in each boat. For more information, call 6-4141 or call the Lake Texoma annex in Whitesboro, Texas, at (903) 523-4613.

Family child care homes

Family Child Care Homes are now recruiting housing residents interested in earning an income while staying at home. All materials, licensing and training are free. The FCC office is open Monday, Wednesday and Friday from 8-9 a.m., and Tuesday and Thursday from 4-5 p.m. For more information, call the office at 6-4237.

Give Parents a Break Program

Give Parents a Break Program is now being offered once a month by the child development center. Those eligible to use the program include parents of children 6 weeks through 5 years old whose spouse is deployed, on extended TDY or required to work extensive extended shifts. Also included are those parents who have been experiencing family crises such as the birth of a baby, serious illness of a family member, death in the family or extended illness of a family member. The next program will be held Sept. 20 from 7 to 10 p.m. Register two weeks in advance. Call 6-2038 for more information.

Club activities

Comedy jam

The enlisted club presents the Enlisted Club Comedy Jam Weekend. Comic View comedians will perform at the Enlisted Club Ballroom Sept. 20. Tickets are \$6 for club members and \$13 for non-members. Reserved seating is available with advance ticket purchase. This show is for mature audiences. All ranks welcome to attend. Call 6-6427 for more information.

International buffet

For an international flavor, try this new buffet at the officers club Thursday from 5:30-8 p.m. The cost is \$9.95 for members. Please make reservations for groups of six or more. For more information, call 6-6460.

Football frenzy 2002

Enlisted club members again have the opportunity to win a trip to a regular season football game, the Super Bowl and the Pro Bowl. Football fans can watch the games and enter to win prizes at the enlisted club. For more information, call 6-2083.

Family nights

The officers club will host Family night Sept. 11 from 5-8 p.m., and the enlisted club will host one Sept. 26 from 5:30 to 8 p.m. Call 6-6460 or 6-6427 for more information.

"Electrifying" giveaway

The officers and enlisted clubs start their "Electrified Membership Drive" Tuesday. During this drive, the clubs will be giving away electronic equipment to current and new club members. People who join a club will be eligible for prizes. Current members are automatically entered to win in a separate drawing. The drive lasts until Dec. 20.

Clubs closed Labor Day

The officers and enlisted clubs will be closed Monday. For further information, call 6-6460 or 6-2083.

Live jazz music

The officers and enlisted clubs present live jazz music performed by Jeff Smith. Dates and times are Sept. 6 from 5-9 p.m. at the officers club and Sept. 7 from 9 p.m.-midnight at the enlisted club. Call 6-6460 or 6-2083 for more information.

Upcoming trips

For tickets to area attractions, to sign up or get information about tours, visit the Information, Tickets & Tours office or call 6-2302.

Sept. 7 – Grapevine Mills Outlet Mall trip tickets cost \$15 per person. Sign up by Tuesday.

Sept. 15 – Dallas Cowboy game tickets are on sale now and cost \$45. Sign up by Sept. 10.

At the Flicks

Friday 6:30 p.m.

Eight Legged Freaks

Friday 9:30 p.m.

Men in Black II

Saturday 2 p.m.

Powerpuff Girls

Saturday 4:30 p.m.

Men in Black II

Saturday 7 p.m.

K-19: The Widowmaker

Sunday 2 p.m.

Eight Legged Freaks

Sunday 4:30 p.m.

Men in Black II

Thursday 6:30 p.m.

K-19: The Widowmaker

**This schedule is subject to change without notice.
For movie information, call 6-4427.**

Eight Legged Freaks (PG-13) – David Arquette, Kari Wuhrer – A group of spiders is exposed to a noxious chemical that causes the arachnids to grow and keep growing. As they get big, they get mean.

Men in Black II (PG-13) – Will Smith, Tommy Lee Jones – Agent J needs help in his latest case, so he elicits the help of Agent K by restoring his memory. Together they battle the latest threat to Earth.

Powerpuff Girls (PG) – Animated – When Professor Utonium first cooked

up the girls in his laboratory, he wasn't trying to give them superpowers. He just wanted to create the perfect little girl. But when the professor's mischievous monkey lab assistant Jojo knocked a dose of Chemical X into the mix, the Powerpuff Girls were born.

K-19: The Widowmaker (PG-13) – Harrison Ford, Liam Neeson – The captain of a Russian submarine must lead his crew's efforts to prevent their vessel from having a nuclear meltdown when the cooling unit of the reactor breaks down.

Chapel Schedule

Student programs

Tuesday, 11 a.m. and 4:15 p.m., chapel rope meeting, North Chapel
Saturday, 4 p.m., Solid Rock Cafe, South Chapel

Sunday, 5 p.m., Sunday Evening Gathering, North Chapel

Catholic activities

Mass

Saturday, 5 p.m., North Chapel
Sunday, 9 a.m., North Chapel
Sunday, noon, North Chapel
Mon.-Fri., 11:30 a.m., North Chapel

Reconciliation

Saturday, 4-4:30 p.m., North Chapel

Protestant activities

Worship services

Saturday, 6:30 p.m., Solid Rock Worship (Liturgical), South Chapel
Sunday, 10:30 a.m., Inspirational Gospel Service, South Chapel

Sunday, 10:30 a.m. Protestant Community Service, North Chapel

Religious education

Saturday, 4 p.m., Marriage Group,

Intercessory Prayer Team, Women's Bible Surfing, South Chapel
Sunday, 9 a.m., classes for ages 3 to adult, Bldg. 962

Bible studies

Thursday, noon, Protestant Bible Study, South Chapel

Thursday, 7:00 p.m., Protestant Women of the Chapel, Bldg. 962

Saturday, 6:30 a.m., Protestant Men of the Chapel, South Chapel

Second Saturday of month, 8 a.m., Protestant Men of Chapel breakfast

Tuesday, 6:00 p.m., Protestant Bible Study, South Chapel

Lay-led faith groups

Islamic activities, Friday, 1:45 p.m., South Chapel

Jewish activities, call Maxine Simpson, House of Jacob Synagogue at 322-4177

Latter Day Saints, Sunday, 2 p.m., Hospital Chapel

Mystic Grove Pagan Study Group, Wednesday, 6:30 p.m., Bldg. 962, call Kalista at 6-4370

**For more information, call
the base chapel at 6-4370**

Long Term Care Insurance Program in open season

The U.S. Office of Personnel Management launched the Federal Long Term Care Insurance Program July 1.

Under this program, approximately 20 million federal employees and members of the uniformed services, as well as retirees of both groups and certain family members, can apply for coverage.

The open season enrollment period is currently running through Dec. 31. Eligible military may enroll during the open season and will undergo abbreviated underwriting.

When the open season concludes, new accessions who apply within 60 days of active duty date will also undergo the abbreviated underwriting. After the 60-day window, they may apply at any time but will be subject to full underwriting, as will current military members who do not apply during this open season.

Premiums are based on the age coverage is obtained. Premiums will also vary based on the benefits chosen, such as daily benefit amount, benefit period, waiting period and inflation protection option. Billing options include payroll deduction, automatic debit from a checking or savings account or direct billing from Long Term Care Partners.

Long term care is an important health care benefit. It covers assistance at home, in assisted living facilities, and in nursing homes for those who can no longer perform the normal activities of daily living, such as eating or dressing. OPM is sponsoring the program and has se-

lected Metropolitan Life Insurance Company and John Hancock Life Insurance Company as the insurers for the Federal Long Term Care Insurance Program. MetLife and John Hancock have formed Long Term Care Partners who will administer the program.

Enrollment kits are currently available and may be obtained from the LTC Partners Web site at <http://www.ltcfeds.com> or by calling 1-800-582-3337 or TDD 1-800-843-3557.

Military members, civil service employees, and their qualified family members should apply directly with LTC Partners. More information on the long term care insurance program can be found on the Web sites of the Office of Personnel Management at <http://www.opm.gov/insure/ltc> and LTC Partners at <http://www.ltcfeds.com>. Information includes frequently asked questions, a bulletin board, eligibility information, benefits information, premium rates and a premium calculator.

Military members and civilian employees can talk to an LTC Partners certified insurance specialist at 1-800-582-3337 or TDD 1-800-843-3557, 8 a.m. to midnight, Eastern Standard Time, seven days a week. Overseas employees may reach these numbers by using AT&T direct access. Information on this feature, including a list of countries, can be found at http://www.att.com/business_traveler/guides_and_access/international_dialing.htm. (*Courtesy of Air Force Personnel Center*)

361st TRS raises more than \$3,000 for food pantry

By Airman 1st Class Pamela Stratton

Base public affairs

The 361st Training Squadron raised more than \$3,000 worth of food for the Family Support Center food pantry during their student food drive Aug. 15-22.

The squadron donated canned goods, baby food, diapers, meal starter kits, juice and other nonperishable items.

In all, three truckloads of donations were delivered to the pantry.

The donations will go to help airmen and their families.

"Our airmen are always looking for ways to help," said Master Sgt. Connie Sutherland, 361st TRS associate first sergeant. "Many of our students are married with children, and supporting a family on airman basic pay can be very stressful. Donating to the Family Support Center food pantry is just one way we can help them through tough times," she said.

Each of the three training flights – Propulsion Flight, Aerospace Ground Equipment Flight and Weapons Flight – had an internal food drive competition.

The class that raised the most food in each flight won the right to have a lunch time pizza party.

"The flights were so impressed with the outcome the instructors pitched in to purchase the pizza and sodas for their top donating classes," said Sergeant Sutherland.

The Propulsion Flight's top class, comprised of eight students, donated more than \$220 in food.

The AGE Flight's top class, comprised of ten students, donated more than \$250 in food.

The Weapons Flight's top class, comprised of seven students, donated more than \$330 in food.

"This just shows that today's airmen are willing to step up and take charge when the need arises," said Sergeant Sutherland.



Photo by Sandra Wassenmiller

Airman Emanuel McBride (left), Airman 1st Class Danielle Troutman (center), and Airman Michael Wallis (right), all from the 361st Training Squadron, unload donations their squadron made to the Family Support Center's food pantry.

Customer service by Sandy

By 2nd Lt. Brooke Brander

Base public affairs

The wing headquarters building houses a customer service guru in the most unlikely of places: "Sandy's Place," the small AAFES café.

Sandra Jackson runs "Sandy's Place" and has done so for the past 15 years. She's the cook, cashier and smiling face that Bldg. 400 has become accustomed to over the years.

Jackson lives by a set of customer service guidelines that can be applied outside of the food service business and

into all forms of industry and service.

1. It's very important to enjoy the job you have.
2. Be courteous no matter the job.

3. Always acknowledge your customers no matter how busy you are.

4. Be yourself.

5. You want, and work for, your customers to come back.

6. Customers won't return to bad service.

7. Be kind and sincere – it's contagious.

"I'm here for my customers and because of my customers," said Jackson.

"I hate telling my customers that I don't have something for them. I take it personally when I can't give them my best."

– Sandra Jackson



Photo by 2nd Lt. Brooke Brander

Sandy practices good customer service as she gives one of her regular customers change for a lunch-time meal.

Jackson also said she works at creating an oasis for her customers, a place where they can leave

their jobs behind and just enjoy the hour or so they have in her café.

"I hate telling my customers

that I don't have something for them," said Jackson. "I take it personally when I can't give them my best."

Jackson told the story of when her industrial coffee maker decided to break. Instead of telling her customers that she would be out of coffee until repairs were made, she brought in her coffee maker from home, guaranteeing that her customers would not be without any of the services she regularly provides.

According to Jackson, her service is a reflection of those she serves.

"I have the greatest customers, and they bring out the best in me," explained Jackson.

"Sandy's Place" is open Monday through Friday from 9 a.m. to 1:30 p.m., closing her doors for a half hour at 10:30 a.m. to take a break before the lunch rush hits.

Soundoff

What are your plans for Labor Day weekend?



"Spend time with my wife, hangout, go to a movie and have dinner."

~Airman Nathen Harris,
366th Training Squadron



"Traveling to Kunsan, Korea."

~Capt. Tim Hess, PCS from
360th Training Squadron to
Korea



"I'm going to have a movie night in the dorm."

~Airman 1st Class
Adrienne Jackson, 782nd
Training Group



"Going home to Colorado to spend time with my wife and 8-year-old daughter, who is going bowling for the first time in her life."

~Staff Sgt. Joe Viets Jr.,
363rd Training Squadron



"I plan to go to a barbeque, go to the pool and just relax, then maybe play some volleyball with friends."

~Airman Christine Mayor,
361st Training Squadron

To place an ad in *The Sheppard Senator*,
call 767-SOLD (7653).

Sports

Sports shorts

Bowl the Colorama

Bowl the Moonlight Colorama at the south lanes Saturday at 7 p.m. The cost is \$13 per person. For more information, call 6-2170.

Aerobics classes

The aerobic center is located in the south fitness center and offers coed aerobics classes seven days a week. Classes are offered as early as 5:30 a.m. and as late as 7 p.m. in low impact, intermediate and advanced exercise, including floor and step exercises, muscle sculpting and kickboxing. Call 6-2972 for specific times and classes.

AAHC golf tournament

The Unity Golf Tournament scheduled for Sept. 6 at the Wind Creek Golf Course has been postponed indefinitely. New dates and times will be announced as they become available.

Golf couples tournament

A couples tournament will be held at the Wind Creek Golf Course Sept. 8 at 4 p.m. The format will be two-person scramble with nine holes. The \$10 entry fee does not include green fees or carts. Prizes will be awarded. No handicap is required. After nine holes of golf, the officers club will cater at the Wind Creek Snack Bar. For more information, call the Wind Creek Golf Course at 6-6369.

Two-person scramble

The Wind Creek Golf Course presents the two-person scramble tournament Sept. 14 with an 8 a.m. shotgun start. The cost \$15. Cart and meal are included. Green fee is not included. Prizes will be awarded. Players must pay at sign-up.

The entry deadline is Sept. 12. For more information, call 6-6369.

Bowling meeting

The Tuesday Night Mixed League will have an organizational meeting Tuesday at 7 p.m. at the south lanes. The league will start bowling Sept. 10 at 7 p.m. For more information, call Janice George at 6-6780 or 761-4666.

Yoga-pilates classes

The south fitness center is now offering yoga-pilates classes Monday and Wednesday at 10:15 a.m., Wednesday at 5 p.m., Tuesday and Thursday at 4:15 p.m., Thursday at 6 p.m., and Saturday at 3 p.m. For more information, call the fitness center at 6-2972. All classes are free.

R & R - Return to fitness prescription program

Fitness programs are now available for adults over age 50. Classes are held Monday, Wednesday and Friday from 8-9 a.m. at the south fitness center. Call Tech. Sgt. Yulanda Moffett at 6-2972 or 6-7491 for more information.

Squadron Cardio Combat

The fitness centers invite everyone to participate in Squadron Cardio Combat. By participating in individual exercise regimens, people can track their workouts and score points for their squadron. For more information, call the south fitness center at 6-2972.

No tap tournament

There will be a no tap tournament Sept. 14 at 7 p.m. at the south bowling lanes. Single handicap is required. Players can knock down at least nine pins for a strike. For more information, call 6-2170.

**Learn about healthy living at the HAWC.
Stop by or call 6-4292.**



Photo by Mike McKito

Push it

Airman Kevin McCray, a 362nd Training Squadron student, does tricep extensions on one of the many workout machines at the south fitness center. For more information about what the fitness centers have to offer, call 6-6336.

Intramural softball winds down

By Staff Sgt. Brent Casey

Base sports director

August at Sheppard means the end of intramural softball.

The post-season tournament began Monday with the top eight teams from each division getting a shot at the bragging rights for the 2002 softball title.

The championship is set to be played Sept. 6 on field one at 6 p.m.

Right now, it could be anyone's tournament.

The 364th Training Squadron finished out the regular season in the top spot for their division and are one team that everyone seems to be watching.

The 82nd Civil Engineer Squadron finished first in the other division.

If these two teams meet in the playoffs, it should definitely raise the heat index a little at Sheppard.

The 364th TRS and 82nd CES are not the only two teams to look for in the playoffs. A tough 362nd Training Squadron team

seems determined to take out one of the top seeds from the regular season before they hang up their bat bags for the year.

No tournament games are scheduled until Tuesday at 6 p.m. on fields one and two.

Team Sheppard members are encouraged to come out to support their squadrons, or just to see a good softball match between some talented players and coaches.

For all game times, call the north fitness center at 6-6336.

Brag about your teams. If you have a sports story idea, call 6-7244.